

Motor Carrier Division **Customer Contact Guidelines**

Please use the following as a guideline when communicating with the Motor Carrier Division. Our goal is to answer your questions or resolve your issues and/or concerns at the lowest level; however we understand there are times when certain issues must be elevated to a higher level immediately.

OPERATIONS

<i>IF</i>	<i>CONTACT</i>
You have questions regarding the processing of a specific IRP application, such as fees due, required documents, status, etc.	Contact your Case Manager.
You have questions regarding the processing of a specific MCP application, such as fees due, required documents, status, etc.	Contact a representative in MCP Operations at (916) 657-8153.
You have contacted your IRP Case Manager or spoke with a representative in MCP Operations and believe you need additional assistance.	Contact the appropriate Operations Section Manager. <ul style="list-style-type: none"> • <u>Motor Carrier Permit Operations</u> Lugenia Johnson at ljohnson3@dmv.ca.gov or (916) 657- 6722 • <u>International Registration Plan Operations</u> Danny Magdaleno at dmagdaleno@dmv.ca.gov or (916) 657-6201 If sending an email, please carbon copy Connie Price at: cprice@dmv.ca.gov
You have contacted the appropriate Section Manager and believe you need additional assistance.	Contact Connie Price, Motor Carrier Services Branch Chief at: cprice@dmv.ca.gov or (916) 657-8926.

POLICY AND PROGRAM DEVELOPMENT

<i>IF</i>	<i>CONTACT</i>
You have a question regarding: <ul style="list-style-type: none"> • Motor Carrier Programs <ul style="list-style-type: none"> • IRP • MCP • Permanent Fleet Registration • Unified Carrier Registration • Performance and Registration Information System Management (PRISM) • A policy or procedure • IRP Operating System • MCP Operating System 	Contact Debra Hill, Program and Policy Development Branch Chief at: dhill@dmv.ca.gov or (916) 657-6360.

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SYSTEM PROBLEMS

<i>IF</i>	<i>CONTACT</i>
You are experiencing problems with mCarrier.	<p>Contact:</p> <p>egriffin@dmv.ca.gov, dmiller1@dmv.ca.gov, and chightree@dmv.ca.gov</p> <p>Send a carbon copy of the email to:</p> <p>amarbray@dmv.ca.gov, dhill@dmv.ca.gov and rmata@dmv.ca.gov</p>

BUSINESS PARTNER (BPA) / BONDED WEB USER CONTRACT

<i>IF</i>	<i>CONTACT</i>
You have questions or concerns regarding a BPA or Bonded Web User contract issue.	<p>Contact Judy Foster, BPA Administrator at jfoster4@dmv.ca.gov or (916) 657-5672.</p> <ul style="list-style-type: none"> If sending an email send a carbon copy to dhill@dmv.ca.gov <p>If Judy Foster is not available by telephone contact Debra Hill by email or telephone at (916) 657-6360.</p>

UNRESOLVED ISSUES

<i>IF</i>	<i>CONTACT</i>
You have exhausted all efforts to resolve an issue, concern, problem, or questions and believe you need additional assistance.	<p>Contact Craig Hanson, Deputy Director at: chanson@dmv.ca.gov or (916) 657-7141.</p> <ul style="list-style-type: none"> If sending an email, send a carbon copy to Debra Hill, Program and Policy Development Branch Chief at dhill@dmv.ca.gov <p>If Craig Hanson is not available by telephone, contact Debra Hill by email or telephone at (916) 657-6360.</p>